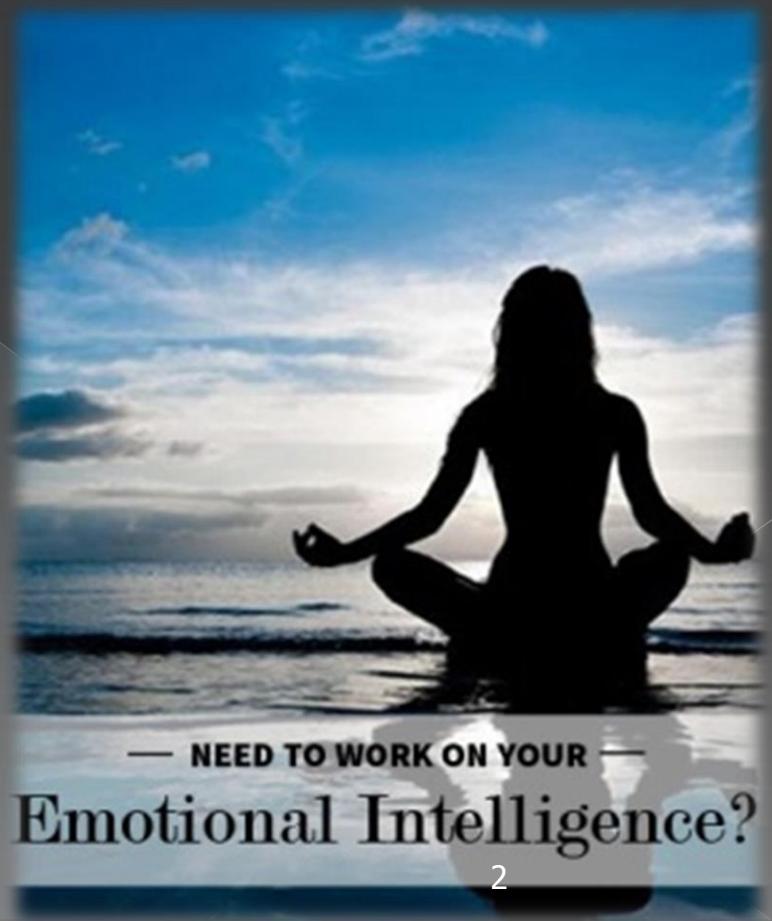


# Emotional Intelligence

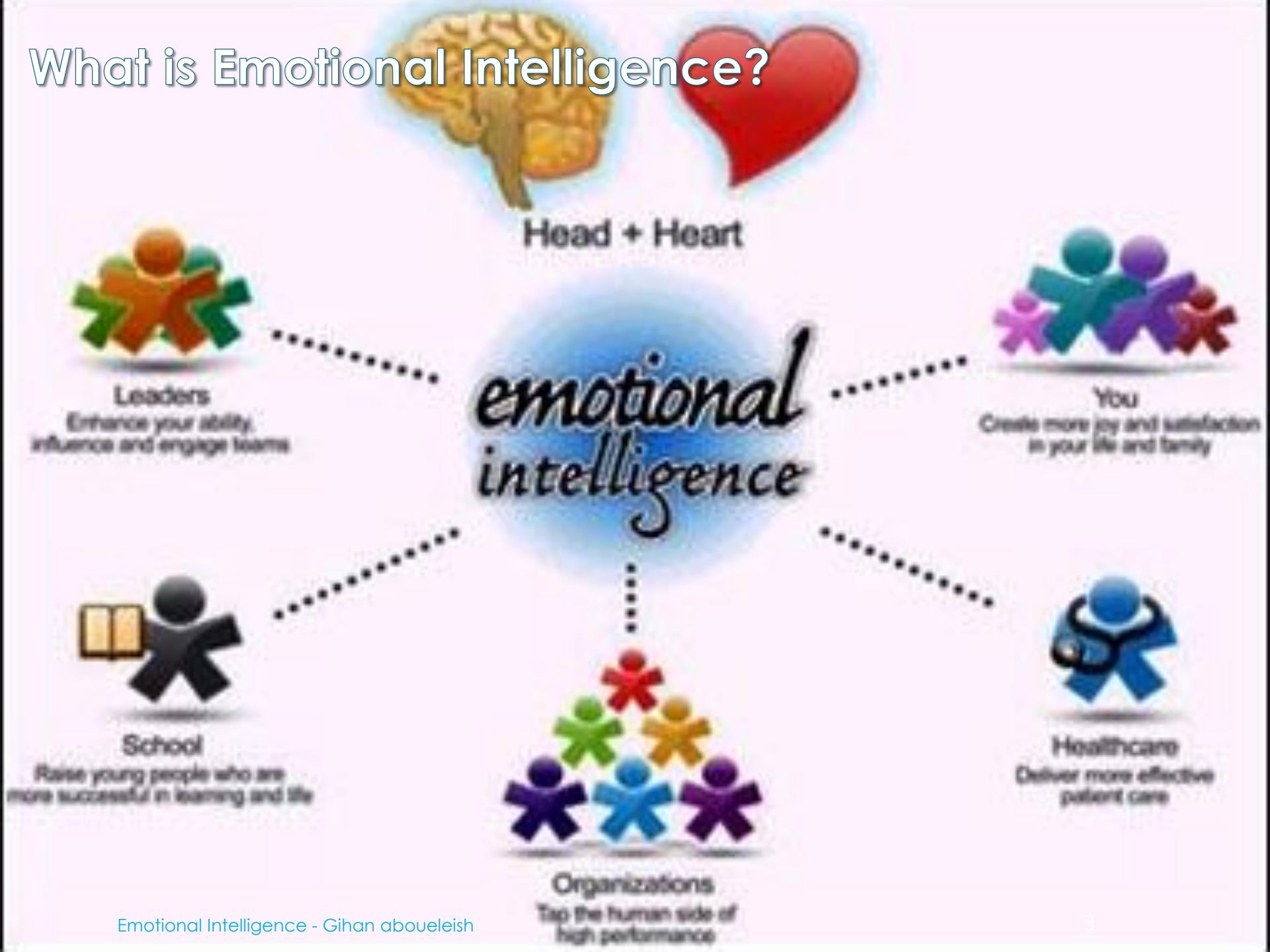
By; Gihan aboueleish

# Contents ;

- ❖ What is Emotional Intelligence?
  - > 1. Self-awareness.
  - > 2. Managing Emotions.
  - > 3. Motivation
  - > 4. Empathy.
  - > 05- Handling relationships
- ❖ How To Develop A Higher Sense Of Emotional Intelligence?
- ❖ IQ vs. EQ
- ❖ Components of Emotional Quotient.
- ❖ Characteristics of Emotional Intelligent People
- How to Increase Your EQ?
- ❖ Importance.
- ❖ Implementation



# What is Emotional Intelligence?



# What is Emotional Intelligence?

- ❖ Emotional intelligence is a person's ability to understand their own emotions, the emotions of others, and to act appropriately using these emotions.
- ❖ Emotional intelligence never stops growing. Because we are always evolving as people, EQ is something that must be nurtured.

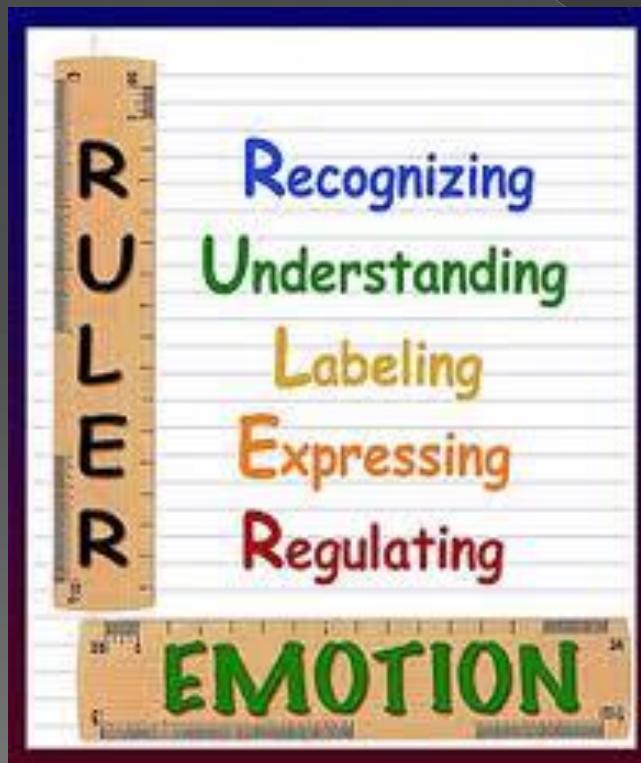
# 1. Self-awareness: Recognizing Internal Feelings

- Recognizing how someone is feeling, without them having to say anything.
- Using your gut feeling to guide decisions.

WHAT MATTERS MOST  
IS HOW YOU SEE YOURSELF.



## 2. Managing Emotions: Finding Ways To Handle Emotions That Are Appropriate To The Situation



### 3. Motivation: using self-control to channel emotions toward a goal



“My model for business is The Beatles. They were four guys who kept each other’s kind of negative tendencies in check. They balanced each other and the total was greater than the sum of the parts. That’s how I see business: great things in business are never done by one person; they’re done by a team of people.”

STEVE JOBS (1955–2011)

# 4. Empathy: Understanding The Emotional Perspective Of Other people

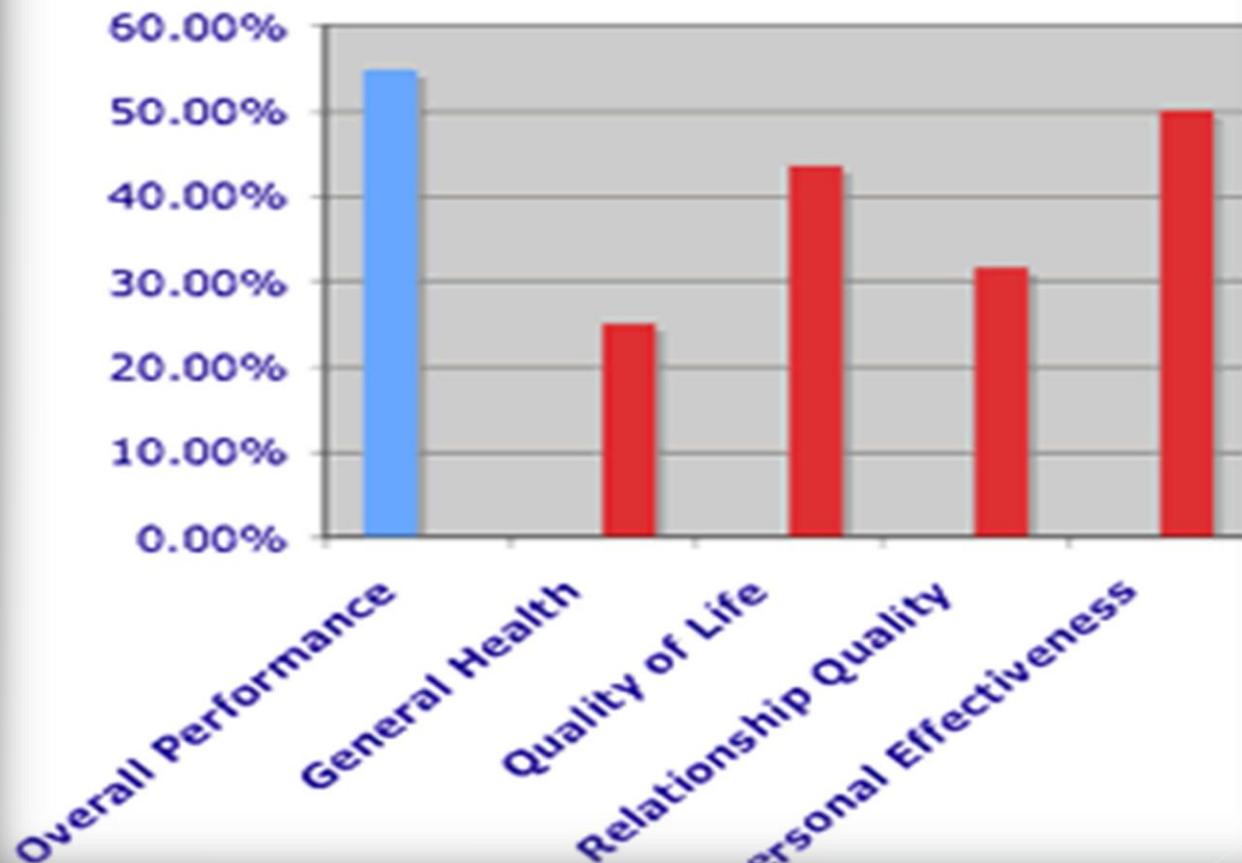


# 05- Handling relationships; using personal information and information about others to handle social relationships and to develop interpersonal skills



Studies show that those individuals with a high sense of emotional intelligence tend to succeed and excel in different areas of life :

**Figure 1: SEI Success Factors**



# How To Develop A Higher Sense Of Emotional Intelligence?

11

- ❖ Become emotionally literate; Label your feelings, rather than labeling people or situations. ( Say “I feel” instead of “I know”)
- ❖ Distinguish between thoughts and feelings.
- ❖ Take more responsibility for your feelings.
- ❖ Use your feelings to help make decisions
- ❖ Use feelings to set and achieve goals

- ❖ 6. Feel energized, not angry.
- ❖ 7. Validate other people's feelings.
- ❖ 8. Use feelings to help show respect for others.
- ❖ 9. Don't advise, command, control, criticize, judge or lecture to others.
- ❖ 10. Avoid people who invalidate you.

# IQ vs. EQ

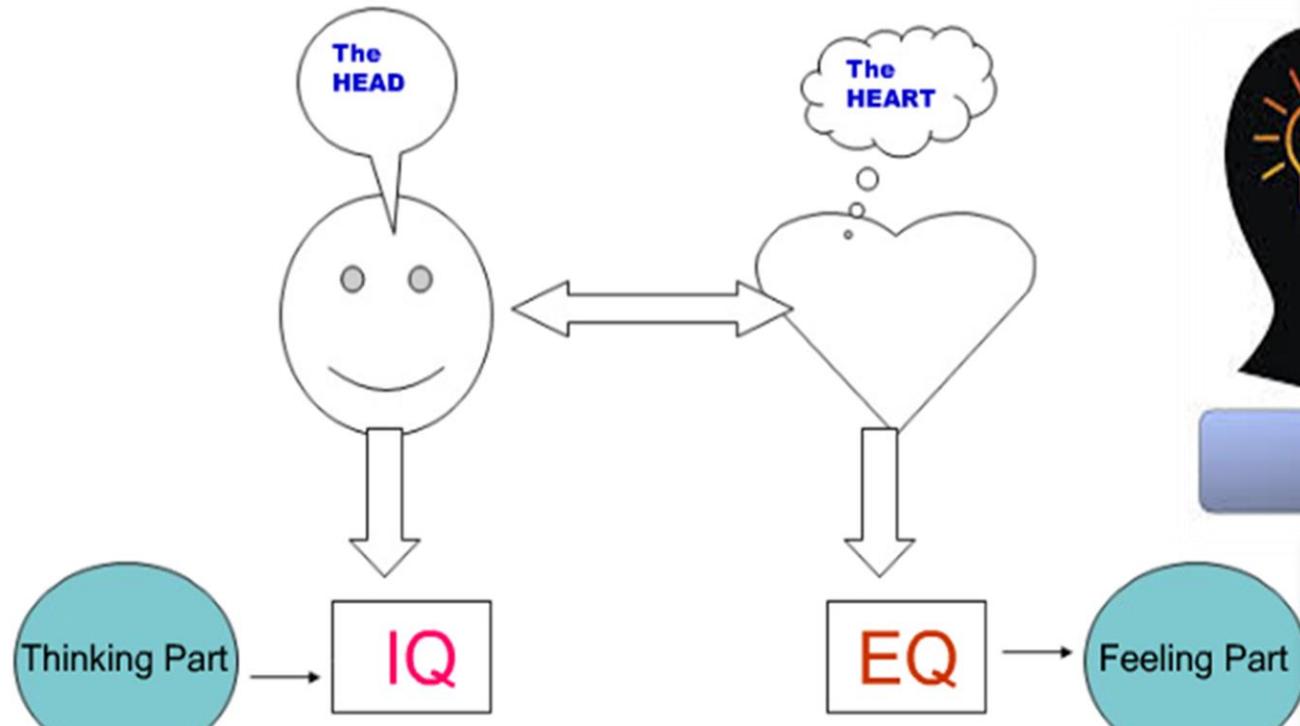


Image: Ninevian Consulting 2012

THE PERSONALITY

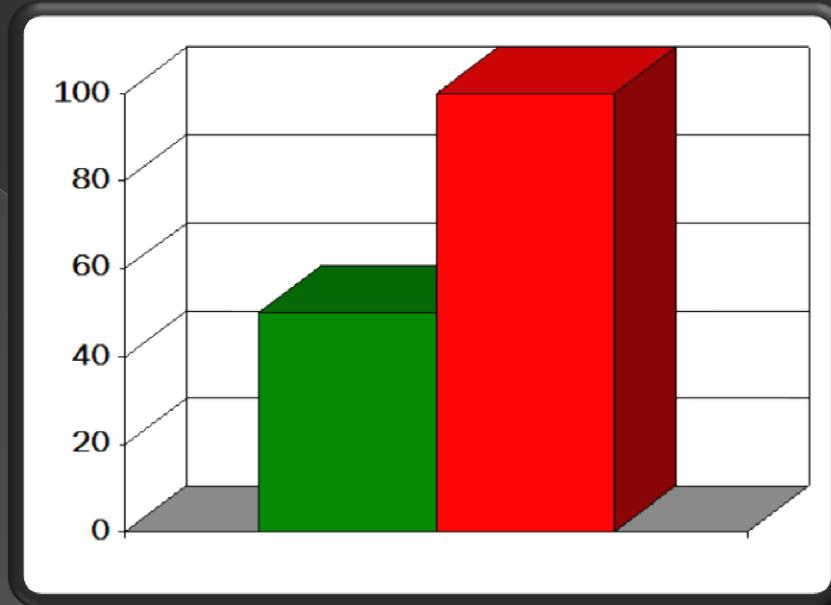


# How IQ Differs?

- ❖ IQ
  - ❖ Measure of an individual's personal information bank
  - ❖ Memory, vocabulary and visual motor skills
  - ❖ IQ is set and peaks at age 17
  - ❖ Remains constant through adulthood

# IQ vs. EQ

- ❖ EQ
  - ❖ Not fixed
  - ❖ Can be improved throughout life
- ❖ IQ
  - ❖ Established by mid-teens
  - ❖ Can't increase
  - ❖ Predicts only 10% – 20% of life success

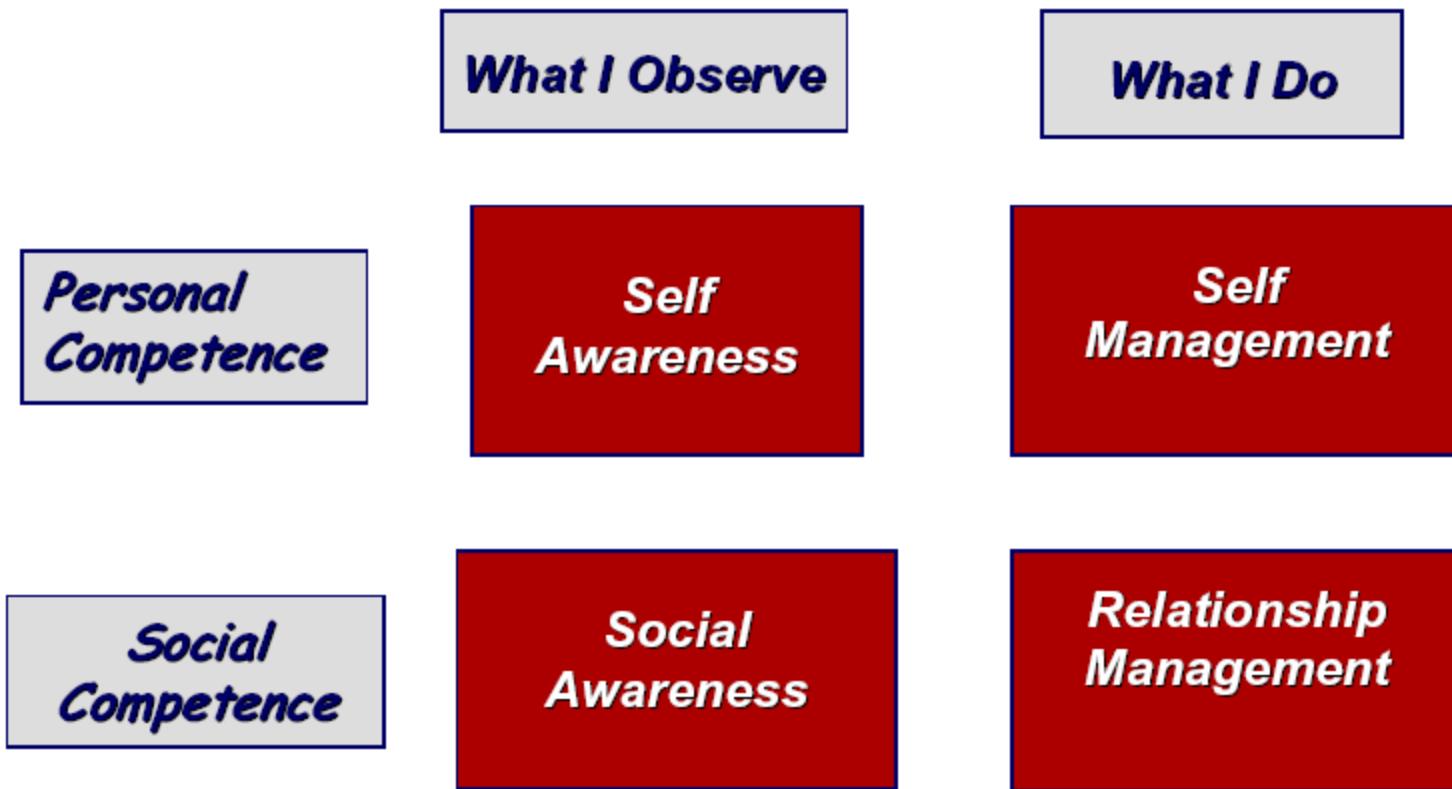


- ❖ 90% of the success of outstanding leaders is attributable to emotional intelligence (EQ), which is twice as important than intellectual intelligence (IQ).

# Components of Emotional Quotient

- ❖ **Intrapersonal** – Self-regard, emotional self awareness, independence, self-actualization.
- ❖ **Interpersonal** – Empathy, social responsibility, interpersonal relationships.
- ❖ **Adaptability** – Reality-testing, flexibility, problem-solving.
- ❖ **Stress management** – Stress tolerance, impulse control
- ❖ **General Mood** – Optimism, happiness

# *Emotional Intelligence Chart*



# Emotional Intelligence Map

## 25 Competencies divided into 5 Dimensions

19

### **Self-Awareness**

Emotional Awareness  
Accurate Self-Assessment  
Self-Confidence

### **Self Management**

Self Control  
Trustworthiness  
Conscientiousness  
Adaptability  
Innovation

### **Motivation**

Achievement Drive  
Commitment  
Initiative  
Optimism

### **Empathy**

Understand Others  
Developing Others  
Service Orientation  
Leveraging Diversity  
Political Awareness

### **Social Skills**

Influence  
Communication  
Conflict Management  
Leadership  
Change Catalyst  
Building Bonds  
Collaboration & Cooperation  
Team Capabilities

# Self Awareness

- ❖ Intrapersonal skills (ability to understand and apply personal emotional
- ❖ Self regard
- ❖ Emotional self awareness
- ❖ Assertiveness
- ❖ Independence
- ❖ Self actualization

# Self Management

## Interpersonal skills (people skills)

- Stress management
- Stress tolerance
- Impulse control

# Social Awareness

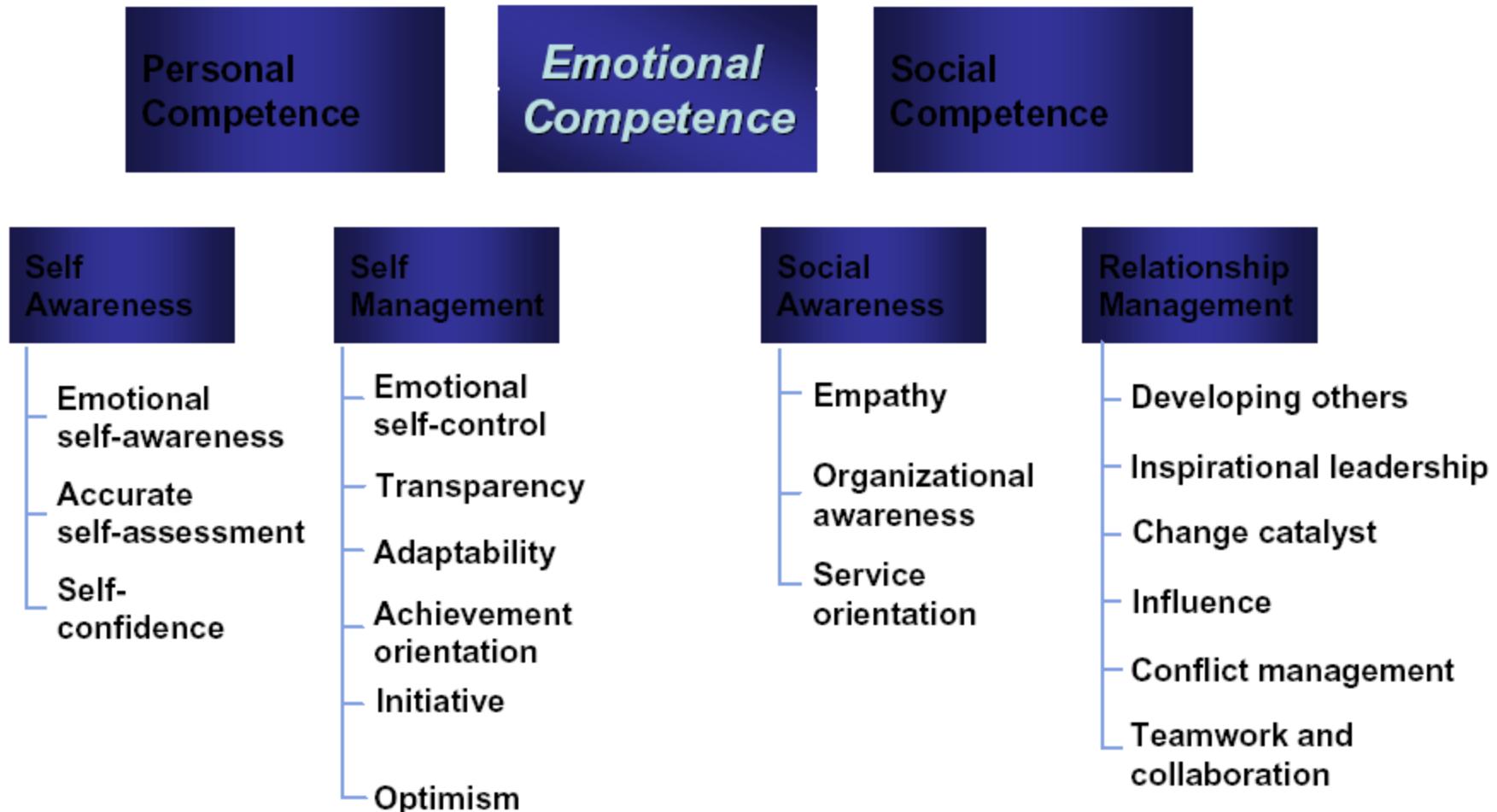
Interpersonal skills (people skills)

- ❖ Empathy
- ❖ Social responsibility

# Social Management

- ❖ Interpersonal relationships (ability to establish and maintain mutually beneficial relationships noted for their intimacy).
- ❖ Adaptability
- ❖ Reality testing
- ❖ Flexibility
- ❖ Problem solving

# The Structure of Emotional Competence



# Characteristics of Emotional Intelligent People

- ❖ Knowing one's feelings
- ❖ Managing emotions & feelings appropriately
- ❖ Able to motivate self
- ❖ Ability to persist in face of frustrations
- ❖ Ability to control impulses & delay gratification
- ❖ Ability to empathize with others
- ❖ Capacity to HOPE
- ❖ Social competencies

# How to Increase Your EQ?

- ❖ Conduct a “personal inventory.”
- ❖ Analyze the setting & identify skills needed.
- ❖ Enlist trusted friends.
- ❖ Focus on a few competencies.
- ❖ Practice, practice, practice.
- ❖ Be observant and reflective.
- ❖ Don’t expect immediate results.
- ❖ Learn from your mistakes.
- ❖ Acknowledge your successes.

# EQ Value

- ❖ Creativity
- ❖ Stress Management
- ❖ Decision Making
- ❖ Relationship Building
- ❖ Can be enhanced
- ❖ What else is important to you?

# Developing EQ ; Four Quadrants Model

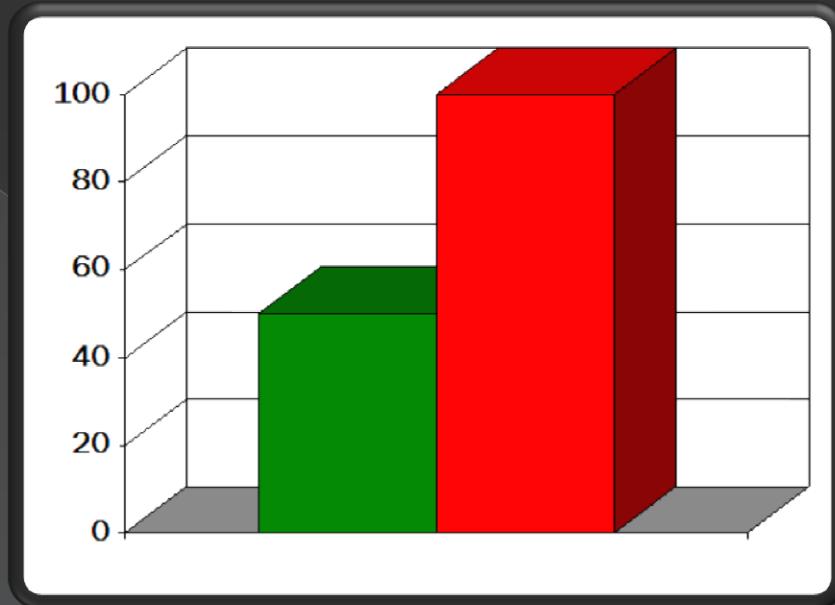
	Self	Others
Awareness	Quadrant 1 <b>Emotional Self Awareness</b> <ul style="list-style-type: none"><li>• Who am I and what are my potential areas of development.</li></ul>	Quadrant 3 <b>Social Awareness</b> <ul style="list-style-type: none"><li>• How can I transcend my perspective so that I can understand and value others.</li></ul>
Actions	Quadrant 2 <b>Emotional Self Control</b> <ul style="list-style-type: none"><li>• How can I self regulate my emotions so I can be right and effective</li></ul>	Quadrant 4 <b>Social Skills</b> <ul style="list-style-type: none"><li>• How do I build teams and create constructive work relationships.</li></ul>

## EQ in Action – Group exercise

**Form groups of 4 Each member select a question:**

- A. I am impatient with people who are different from me: Social Awareness
- B. I can express my negative feelings without offending others: Emotional Self Control
- C. It is hard for me to ask for what I want: Emotional Self Expression
- D. I like it when others recognize that I have won the argument: Social Skills

- Your question is related to which of the 4 dimensions?
- How would you answer the question- very true, true, not true, not at all true of you?



90% of the success of outstanding leaders is attributable to emotional intelligence (EQ), which is twice as important than intellectual intelligence (IQ).

# Importance

*“The winds and waves are always on the side of the best navigators.” (Vincent Van Gogh)*

- ❖ Over past two decades children have become more:
  - ❖ Depressed and Lonely
  - ❖ Impulsive and disobedient
  - ❖ Nervous, prone to worry and irritable
  - ❖ Prone to eating disorders
- ❖ What are some possible causes?
  - ❖ Parents have less free-time with their children
  - ❖ Less relatives in children's life these days
  - ❖ Both parents often work
  - ❖ There is more TV watching and computer games

Why is EQ  
so  
important

# EQ scores help predict;

## EQ SCORES HELP DISCRIMINATE BETWEEN:

Prisoners and a local normative sample

Successful and unsuccessful alcohol treatment participants

Therapists and their clients

- ❖ Academic drop out
- ❖ Ability to cope with severe medical condition
- ❖ Aggression in the work place
- ❖ Suicide attempts
- ❖ Ability to recover from mental illness

# Implementation

*“Don't forget that little emotions are the great captains of our lives.” (Vincent Van Gogh)*

Or  
Are you on  
the happy  
side?

## Characteristics of a **low EQ** Person



- “If only I had a different job . . . . .”
- “If only I had finished graduation . . . . .”
- “If only I had been handsome/beautiful . . . . .”
- “If only my spouse had stopped drinking . . . . .”
- “If only I had been born rich and famous...”
- “If only I had good contacts...”
- “If only I had better friends . . . . .”
- “If only I had married someone else . . . . .”



## Characteristics of a **High EQ** Person

- A time to be aggressive and a time to be passive,
- A time to wait and a time to watch,
- A time to be together and a time to be alone,
- A time to fight and a time to love,
- A time to work and a time to play,
- A time to cry and a time to laugh,
- A time to confront and a time to withdraw,
- A time to speak and a time to be silent,
- A time to be patient and a time to decide.



# Analyze yourself

36

Don't worry if you are a person with "LOW EQ", we have a solution for you!

# Top 9 Suggestions for developing Your EI

❖ Become emotionally literate. Label your feelings, rather than labeling people or situations

❖ Distinguish between thoughts and feelings.

❖ Don't advise, command, control, criticize, judge or lecture to others.

❖ Take more responsibility for your feelings.

❖ Use your feelings to help make decisions.

❖ Use feelings to set and achieve goals.

❖ Feel energized, not angry.

❖ Use feelings to help show respect for others.

❖ Validate other people's feelings, avoid people who invalidate you.

## Bottom line:

Emotional Intelligence is, therefore an ability to:

- ❖ Understand the need and feelings of oneself and other people
- ❖ Manage one's own feelings.
- ❖ Respond in an appropriate way

# Thank You